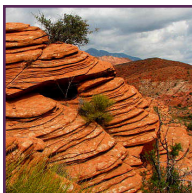


# The Human Touch

Utah Department of  
Human Services  
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hs.utah.gov



## In This Issue:

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2. Drug Court Graduation p.3
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## And More!

## Director's Message

We are ready to move forward with our discretionary salary increases, which have been approved by the Governor's office and Human Resource Management. They are effective July 1. These increases are in addition to the 3.5% cost of living increases that go to all employees statewide. I want to give you a few details here and then you will be hearing more from your individual division leadership.

The good news is that Human Services is going to be able to provide an estimated 2,700 step raises to approximately 1,850 of our employees. As I have been telling you, we wanted to focus on the front lines, on spots where salary compression is an issue, and where retention is an issue. Because the raises must be awarded as step increases (2.75%) and the available funding was only 1.5%, we could not distribute the money to everyone, so we had to aggregate the money around these hot spots. I also wanted to address compression problems as much as possible, but I realize they are still with us, due to the lack of funding for merit increases over the years.

No upper level management received discretionary raises. DHS did not grant bonuses but decided to implement the increase as raises instead.

Each division and office that was eligible for the discretionary increases developed its own proposals. (Some small offices that had very recently received raises were not included.) There were also some employees that were not included based on probationary or corrective action status, so check with your division or office management for all the details. I have asked each division and office to develop a strategy for communicating each of their plans to their employees.

In addition, here is a quick overview of how each plan will impact employees:

- Substance Abuse & Mental Health – address compression and reward performance of program, financial and support staff
- Aging & Adult Services – address compression and reward performance for caseworkers, program and support staff
- Utah State Hospital – focus on medical staff that provide direct services
- Developmental Center – focus on medical and patient care staff
- Disabilities – address compression for frontline support coordinators, supervisors and support staff



Lisa-Michele Church  
Executive Director

- Child & Family Services – address compression for caseworkers, therapists, social service workers, social workers and front line supervisors
- Juvenile Justice Services – address compression for counselors, frontline supervisors, support and financial staff, plus a hot spot in Vernal
- Recovery Services – reward compliance agents, frontline managers, QA, financial and support staff
- Executive Director's Office – address compression and reward performance for caseworkers, licensors, program, financial and support staff.

Everyone can probably find something to praise and something to criticize about this plan, but I hope you support our efforts. Overall, it will strengthen the DHS workforce. We have spent hundreds of hours doing analysis that would make this small amount of money go as far as possible to help our employees. We appreciate the work of all our staff and value each one of you. I recognize this just begins to address the compensation issues facing our department. I will continue to keep your employee compensation on the "front burner" for the Governor and the legislature while I am in this position.



## A Quiet Hero

*Chris Roach, Juvenile Justice Services*

**SPRINGVILLE** - Do you have a behind-the-scenes co-worker or employee? You know, the person who works day in and day out getting the job done, but never seeks the limelight due to their humble nature. A quiet hero.

Americo Leiva is our quiet hero at Slate Canyon Youth Center. He quietly fixes whatever needs to be fixed to keep the center running to serve youth. Americo joined the maintenance team in 1998 and has become an irreplaceable overall team member.

Americo serves the employees and our clients in a very important way by keeping the buildings operating efficiently and the grounds looking their best.

"When asked what they valued most about Americo's work, a few his co-workers said:

- Americo is a very hard working employee and he is the heart of the maintenance department
- When he say's he will do something, he does it, no excuses, nor forgetting. It's a breath of fresh air
- Americo's smile and enthusiasm are contagious. He cheerfully strives to keep the facility functioning at a comfortable level for the youth as well as staff
- Americo takes pride in keeping the facility looking good and running well. He is also very friendly. He always greets you with a smile and small talk
- I really appreciate Americo for his ability to work hard and still smile and be friendly when he has five people asking him to do things around the facility

But when the public visits our facility, we never hear comments like: we are so impressed with how well your fire suppression system is



**Americo Leiva - the quiet hero at Slate Canyon Youth Center**

maintained, or, your lawn is so neatly kept and groomed, or even, the ventilation system and lighting is fantastic.

Or when parents call to offer a thank you, their comments are never: thank you for keeping the air temperature warm in the winter and cool in the summer for my child, or thank you for keeping the kitchen equipment operating efficiently so that the meals are properly cooled or heated.

Comments like these never occur because lighting, heating/cooling, safety systems, food preparation, clean water and appealing grounds have become so common place within our society that they are considered basic expectations and often taken for granted. But we can never take our quiet heroes for granted who work behind the scenes to keep all these systems operating. So, take the time to remember them and appreciate them.

Thank you Americo for all you do!

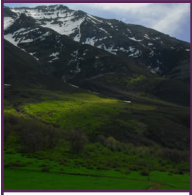
## KUED Premieres Local Documentary: "Aftermath of Meth"

The story of the methamphetamine crisis in rural America - specifically the American West - is a story focused on the devastation of families, individuals, children, ancient tribal rituals and the environment. It is a story that epitomizes the changing landscape of the rural West, a story happening in our own backyard.

**Airing May 30 at 8 p.m.**







## Utah County Drug Court Graduation

*Lynette Willie, Div. of Substance Abuse and Mental Health*

**PROVO** - Lacey Cox started using pain medications and OxyContin, and then graduated to heroin. Her life quickly deteriorated and decisions she made, under the influence of drugs, landed her in Utah County's Felony Drug Court.

Drug courts started in Utah County 10 years ago. Thirteen men and women participated in a graduation ceremony May 4 at the Historic Utah County Courthouse to commemorate that anniversary.

Utah County Drug Court hears cases where offenders are charged with drug-related crimes. The court can offer nonviolent, drug-abusing offenders the option of receiving intensive court-supervised drug treatment as an alternative to jail or prison. Participants undergo judicially monitored treatment and counseling. Individuals appear before a judge weekly.

"Drug Court helped me learn to live life," Cox said. "I began to realize that life isn't bad and I could function every day without drugs. Drug

court teaches you to go forward with direction. I'm in college now, I pay my bills on time, go to work, pay my taxes and I have choices."

"I was given the chance to get sobriety before I was set free, but really I was given a chance to get my whole life back," said recent graduate Brody Olsen.

Drug court judges can impose sanctions and incentives. Successful program completion may result in dismissed criminal charges, reduced or set aside sentences or reduced probation time.

Graduates respect Fourth District Court Judge James Taylor for other positive outcomes.

"He taught me to love and respect myself, to know for myself that I am a beautiful being," Cox said. "Judge Taylor gives advice when you come before him each week, and it makes a difference."

The Utah County's Attorney's Office, which prosecutes drug cases, believes drug court provides its graduates the best chance for living a drug-free, crime-free life.

"A majority of financial and violent crimes are directly related to substance abuse, and the drug court program is one of our best tools for reducing crime in Utah County," Utah County Attorney Jeffery Buhman said. "The resources Utah County puts into its drug court program not only saves the lives of its participants but improves the lives of all Utah County residents."

More than 100 people filled the courthouse for graduation. No one could mistake whether court was "in session" as county sheriff's personnel escorted prisoners into the room. One by one, people were called before Judge Taylor. Many participants were mothers or fathers of newly born children.

"This is the most rewarding work, especially when people change... the people involved in court have families and it does make a difference," Judge Taylor said prior to court.

More than 89 percent of Utah County's drug court graduates over the past 10 years have avoided subsequent legal charges. Overall, drug court programs cost significantly less than incarceration. Utah Department of Human Services funds 19 of 32 Utah drug court programs, and over 6,300 Utahns have or are currently participating in drug court.



**Recent Drug Court Graduates:  
John Park and Brody Olsen**

## Generations 2007

*Lynette Willie, Div. of Substance Abuse and Mental Health*

Veterans living in rural Utah can access counseling at home via telephone but also "see" their therapist with a flip screen attached to the phone. They have regular counseling appointments, but instead of traveling to the therapist's office, they do it all electronically.

The Tele-Mental Health program was one of the 58 presentations offered for more than 500 public and private mental health professionals at the Generations 2007 Mental Health Conference April 19-20 in Salt Lake City.

"Generations 2007" is the state's newest interdisciplinary conference for mental health professionals that merged events for 157 public and 73 private mental health providers.

Don W. Glover, MSW, PhD, from Salt Lake City's Veteran's Administration talked about using picture phones for improved access to services for clients and a significant program cost savings of \$3 million.

The biggest success of the conference was creating a positive atmosphere for mutual learning and opportunity to engage in discussions with professionals from both systems.

"I attended a class about what mental health professionals should know about pain and pain management, and there were psychiatrists from private practice and the public health system attending," said Thomas Dunford from the Divi-

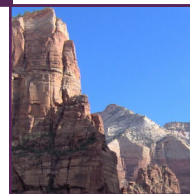
sion of Substance Abuse and Mental Health. "During the presentation people began sharing information about the types of medications they prescribe and the strategies they utilize for pain management."

Dunford felt it made a tremendous difference for professionals to hear about what works effectively for both systems.

National speakers included: Elizabeth F. Howell, MD, President, American Society of Addiction Medicine and Scott O. Lilienfield, PhD, editor of the Scientific Review of Mental Health Practices.

### Other highlights:

- **Attention Deficit Hyperactive Disorder -The Hidden Diagnosis & Consequences, David Jubelirer, MD**
- **Mental Health Issues in Criminal Law, Creighton Horton, JD**
- **Truth or Fiction- Antidepressants & Suicide Risk, Cortney K. Herbert, pharmacist**
- **The Current Status of Cutting Edge Treatment for Depression, Leonard J. Schmidt, MD**
- **Schizophrenia- An Intracranial Perspective, Glen Pruden, clinical coordinator**



# The Human Touch

## Guardian Angel Project

*Lori Bays, Office of Public Guardian*

The Guardian Angel Project Spring Fund Raiser dinner and silent auction raised approximately \$3,000.00 to go directly to the clients of the Office of Public Guardian.

Often clients of the Public Guardian's office have no family to turn to for life needs and these funds will help provide for "extras" most of take for granted. For example, birthday and holiday gifts, vision and dental care, or a television or CD player can now be provided. Funds will also help with adaptive devices not covered by Medicaid and even burial plans when needed.

For those of you who were unable to attend, we hope to see you at our next event. Thank you to all of you who support OPG and the important work we do.



**An excellent dinner catered by  
Culinary Crafts**

## Moving and Grooving for Worksite Wellness

*Katie Willette, Division of Services for People with Disabilities*

Whether it's yoga, golf, hiking or a healthy lunch group, the Worksite Wellness Council at Central Region's DSPD office keeps on having fun while creating wellness options in the workplace.

Healthy Utah recognized their success with the 2007 Outstanding Program Award.



In the picture we have: Katie Willette, Desiree Steadman, Dave Andreasen, Georgia Baddley, Shelley Mortensen, Jamie Wuthrich, Alice Farnsworth, Rachael Bicknell, Susan Shoenrock.

The Wellness Council initiated the following activities:

- Moving and Grooving through the summer which encourages walking for 30 minutes, three times a week
- Yoga. A professional Yoga instructor leads a weekly class at lunch time
- A hiking club with one organized hike monthly
- Golf Club for workers that enjoy golfing. They get together after work to practice and have a monthly tournament
- The healthy lunch group gets together monthly to plan a healthy menu and bring it in to the rest of the group. They share recipes and menus
- Brown bag lunches with topics like humor, stress management, good nutrition
- Healthy Utah provided classes on weight loss and proper nutrition.
- Healthy Utah's grant program helps with \$500.00 for worksite wellness activities

## The Limelight

### Quick Reference Card

#### Boosting Day to Day Recognition

Amp up communication! The upcoming annual performance review conference is a great opportunity to learn what motivates each person on your team.

#### Try one or even all of these questions and see what you both learn.

- What motivates you at work?
- What do co-workers and supervisors do that makes you feel good and feel appreciated at work?
- How do you like to be acknowledged for going the extra-mile?
- Aside from the money, what incentive do you like?

Link To More Recognition Ideas:

<http://www.hsemployees.utah.gov/limelight/>



## Postcards from Southwest Region of Division of Child and Family Services – “Wish you were here!”

### This month's questions:

What is your favorite “toy or sport?” What’s one thing you do for your health and well being? What’s a favorite quote?

**From: Douglas Spencer, Beaver**

**What is your favorite “toy or sport?”** I enjoy following the progress of my favorite professional athletic teams: The Denver Broncos, Los Angeles Dodgers, and the Utah Jazz. I recently was able to attend game two of the Playoff series with the Golden State Warriors.

**What’s one thing you do for your health and well being?** It is important for me to keep myself grounded by remembering that my family comes first. I enjoy spending time with both my immediate and extended families. I try to model my work ethic after my two older brothers’ who have achieved successful careers due to their integrity, work ethic, and outstanding leadership skills. I am particularly proud of my eldest brother who is currently serving in Afghanistan on a Leadership Training Mission.

**What’s a favorite quote?** “Finish each day and be done with it. You have done what you could. Some blunders and absurdities no doubt crept in - forget them as soon as you can. Tomorrow is a new day. Begin it well and serenely, and with too high a spirit to be cumbered with your old nonsense.” Ralph Waldo Emerson

**To:**

**All the great folks in DHS!**

**From:**

**Mark Coombs, Richfield**

**What is your favorite “toy or sport?”** My favorite sport is baseball. I’ve always loved and enjoyed playing and watching baseball. I played T-ball all the way through to Automotive League. I also love to watch baseball but don’t much care to watch pro or semi-pro games and would much rather watch my sons play.

**What’s one thing you do for your health and well being?** To keep that “balance” and positive mental health, I very much enjoy hunting and fishing. I enjoy hunting waterfowl in the fall and winter. In the spring and summer fishing for anything anywhere helps keep my positive emotional batteries charged.

**What’s a favorite quote?** I have two: “It’s not giving children more that spoils them, it’s giving them more to avoid confrontation.” and “In learning you will teach, in teaching you will learn.”

**To:**

**All the great folks in DHS!**



# The Human Touch

Thanks to Southwest Region! Want your region/office to be June’s Postcards?

Have a question to ask? Write to Donna Russell, [DLRussell@utah.gov](mailto:DLRussell@utah.gov)

## Postcards from Southwest Region of Division of Child and Family Services – “Wish you were here!” (continued)

### This month's questions:

What is your favorite “toy or sport?” What’s one thing you do for your health and well being? What’s a favorite quote?

#### From:

#### Hope Bytheway, St. George

**What is your favorite “toy or sport?”** I enjoy casual golfing with my husband and friends but boating on Lake Powell is my favorite sport; skiing and hiking.

**What’s one thing you do for your health and well being?** I take liquid vitamins almost daily to try and keep my energy level up. I intend to exercise but never seem to be committed enough.

#### What’s a favorite quotes?

“Spread love everywhere you go: first of all in your own home.” Mother Teresa

“The strongest principle of growth lies in human choice.” George Eliot

“Whether you think you can, or think you can’t, your probably right.” Henry Ford



#### To:

**All the great folks in DHS!**

**Thanks to Southwest Region! Want your region/office to be June’s Postcards?**

**Have a question to ask? Write to Donna Russell, [DLRussell@utah.gov](mailto:DLRussell@utah.gov)**

## Readers Respond Human Touch - April 2007

April 2007	Number 4	Utah Dept. of Human Services	Together We Make a Difference	1
The Human Touch	 Utah Department of Human Services 151 N. 200 W. Salt Lake City, 84103 801.534.4411 801.534.4411 fax htouch@utah.gov	<b>Director's Message</b> Our Department has been busy this month implementing all the new initiatives that were passed by the Legislature. We're excited to see if our efforts to provide more treatment opportunities for Utah families with substance abuse problems will pay off. I am proud of the Division of Substance Abuse and Mental Health for the work they are doing to start these new models of hope and recovery. Watch for the Governor's meth public awareness campaign to start soon! In your responses to our employee survey, many of you told us that we need to improve supervisor training. Specifically you felt like a supportive and understanding supervisor who recognized quality work was a key factor in job satisfaction. We will be looking at this over the next few weeks to see what type of training would be most useful. I would also refer you to the training questions in this issue (p. 10) asking for your input. We are putting training information in each Human Touch – is that useful? You may have heard about the possible sale of the State Administration Building in Salt Lake City. We continue to work with the Division of Construction and Facilities Management on this issue. We don't have any firm dates or plans yet, but please know I am looking out for the Department's interest as we contemplate this big change.	 Lisa Michele Church Executive Director	I attended the Juvenile Justice Statewide Conference last week and was completely impressed with the JS employees receiving awards that day! It was great to meet all of you and hear about the good things you are accomplishing on behalf of children. Next month I will be attending Parent's Day at the Developmental Center. This is a nice opportunity to hear from families of our clients and interact with those we serve. I am also looking forward to hosting our Health and Human Services Interim Committee when they visit the Developmental Center and the State Hospital for their May meeting. As always, I love showing off your work to those who make important funding decisions. I hope your spring is going well. Thanks for all you do and keep up the good work!
	  	<b>In This Issue:</b> 1. "My Story" p.2 2. Governing Youth Council p.3 3. KUED's "Aftermath or Men" p.4 4. Youth and Art p.5 5. The Lighthouse p.6 6. Postcards p.6 And More!		April Edition

*"Just read the Human Touch – very nice job. Thanks for putting Mark's Access Utah article and for the great pictures from Monument Valley. This is a great asset to making the Department accessible to all employees!"*

*Claire Mantonya, Utah Developmental Disabilities Council*

*"Thanks! I enjoyed this issue of the Human Touch."*

*Janet Davidson, DSPD, Salt Lake*

*"I just love this newsletter. Your format and pictures add so much. I know these are hard work. I am one who appreciates your effort. Thanks!"*

*Kathy Lewis, DCFS, Ogden*

### Editor's Note:

All of your comments and feedback are appreciated and welcomed – even ideas for improvement and change.

Keep 'em coming! [DLRussell@utah.gov](mailto:DLRussell@utah.gov)



## 2007 Manager of the Year - Department of Human Services

Mark Brasher is named the Department of Human Services Manager of the Year. DHS Director Lisa-Michele Church surprised the Office of Recovery Services Director with the award May 14th in front of many happy ORS employees.



**Mark Ward, Deputy Director**  
**Mark Brasher, Director, ORS**  
**Lisa-Michele Church, Executive Director**  
**Marie Christman, Deputy Director**

"Mark exhibits a refreshing new brand of leadership at the Office of Recovery Services," the nomination from his staff began. In the two years Mark has been director he has instituted many positive initiatives for Recovery Services.

Examples of his leadership style include:

- As with all great leaders, Mark leads by example: he walks his talk. He instituted regular, statewide meetings with all ORS staff, which had not been done in well over a decade. At these meetings, Mark and his assistant directors create the mood and atmosphere of professionalism he expects the "new ORS" to demonstrate to the public and all those served on a daily basis.
- One of Mark's strengths is his ability to listen to people explaining complex situations and then ask necessary questions which must be answered before a decision can be made.
- In addition to asking questions, Mark is also known for seeking out multiple perspectives on a given issue. He does this in a way that does not demean the individual, but makes them feel that they are involved with solving the problem at hand.

## 2007 Manager of the Year - Finalists



**Paul Day, Assistant Division Director, Division of Services for People with Disabilities** was honored as a Finalist for DHS Manager of the Year during the regular monthly DSPD administrative staff meeting on Monday, May 21.

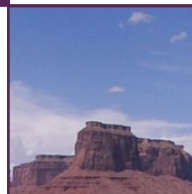
"A humble leader, Paul is always willing to seek help from others. Paul is knowledgeable of all processes he oversees and of the complexities of our Division as a whole. He is a man of action and communication." Staff wrote in the nomination.

Lisa-Michele Church, Executive Director, and Marie Christman, Deputy Director, present award to a surprised Paul.

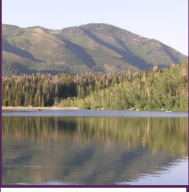
**Jack Green, Administrative Services Director, Division of Child and Family Services** was honored as a Finalist for DHS Manager of the Year at a surprise DCFS meeting May 17.

"Thank you for the opportunity to recommend Jack for the Manager of the Year Awards. We have worked with Jack for several years and continually feel fortunate to have Jack as our supervisor. He is the essence of a caring and dedicated individual to his employees and to his work." Staff wrote in his nomination.

Lisa-Michele Church, Executive Director, Mark Ward and Marie Christman, Deputy Directors.







## Training Tidbits

Are you ready to Spring forward with new information and skills? Below are just a few of the upcoming training opportunities supported by the department:

### Bridges Out of Poverty

June 5, 2007

(More information - page 10)

Salt Lake Community College – Miller Campus Auditorium

For additional/registration information go to <http://community.utah.gov/scso>.

Note: Registration is \$20 per person, \$5 if you have the book – lunch is provided.

### Meth and Families: All-Day Workshop for Professionals

June 8, 2007

Snow Canyon Middle School

St. George, Utah

For additional/registration information contact Shirley Owen, 435-652-2971, [sowen@utah.gov](mailto:sowen@utah.gov), or view the DHS Conferences/Advanced Training Calendar, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).

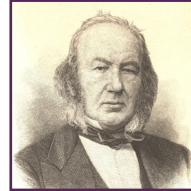
### Meth and Families: All-Day Workshop for Families

June 9, 2007

Snow Canyon Middle School

St. George, Utah

For additional/registration information contact Shirley Owen, 435-652-2971, [sowen@utah.gov](mailto:sowen@utah.gov), or view the DHS Conferences/Advanced Training Calendar, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).



It's what we think we know that keeps us from learning.

- Claude Bernard

### School on Alcoholism and Other Drug Dependencies

June 24-29, 2007

University of Utah

Salt Lake City, Utah

For additional/registration information contact Susan Langston, 801-538-4343, [slangston@utah.gov](mailto:slangston@utah.gov). Note: Registration fees apply; partial scholarships are available.

### Utah's 4th Drug Endangered Children Conference

August 8-9, 2007

Westminster College

Salt Lake City, Utah

(More information - page 10)

For additional/registration information contact Pediatric Education Services, Primary Children's Medical Center, 801-662-3501 or 800-910-7262.

Note: Registration fees apply.

### Fall Conference on Substance Abuse

September 26-28, 2007

Dixie Convention Center

St. George, Utah

For additional/registration information contact Lynette Willie, 801-538-4410, [lwillei@utah.gov](mailto:lwillei@utah.gov).

Note: Registration fees apply.

Are you aware of a training or conference that we don't have listed? If so, please notify Elizabeth Sollis, [esollis@utah.gov](mailto:esollis@utah.gov) 801-538-4275. You may also submit events online on the training calendars, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).

## Inspiring Quotes



Laughter is the shortest distance between two people.

- Victor Borge



I expect to pass through this world but once. Any good therefore that I can do, or any kindness or abilities that I can show to any fellow creature, let me do it now. Let me not defer it or neglect it, for I shall not pass this way again.

- William Penn

## Upcoming Conferences

### Utah's 4th Annual Drug Endangered Children Conference

August 8-9, 2007

#### Westminster College

Substance abuse is often an issue in the lives of many of our clients. Whether it is a parent, child, sibling, grandparent or other family member, substance abuse impacts everyone.

Four years ago the first Drug Endangered Children Conference was held so as to provide case workers, clinicians, law enforcement, medical professionals, families and others in the community with resources and training when dealing with such matters.

For additional/registration information contact Pediatric Education Services, Primary Children's Medical Center, 801-662-3501 or 800-910-7262.

Space is limited and early bird discounts apply, so early registration is suggested. As with all training, please follow your division approval procedures.

Utah's 4th Drug Endangered Children Conference will be held August 8-9, 2007 at Westminster College. Topics presented this year include:

- Emerging Drug Trends and Collateral Effects
- Reactive Attachment Disorder
- Reaching the Native American Community
- Prescription Drug Abuse Across the Lifespan
- Drug ID: Signs and Symptoms
- Child Panel Discussion
- Fetal Alcohol Syndrome
- DEC 101 - Law Enforcement, Prosecution, Medical and Protective Services
- Chemical Contamination
- Psychological and Social Need of Drug Endangered Children

### Bridges Out of Poverty

June 5, 2007

8:30 AM – 4:30 PM

This is one-day seminar, based on the book "Bridges Out of Poverty," designed to increase awareness of social service providers and the community when dealing with individuals in poverty. Monica Bein, aha! Process, Inc., will facilitate a review of generational poverty, research realities, language, story and cognition, family structure, program design and resources.

The session is \$20 per person – this fee covers the training, book and lunch (if you have the book the fee is \$5 per person).

To register and for additional information, go online, <http://community.utah.gov/scso>

Participants will understand:

- how economic class affects behaviors and mindsets
- the eight resources of a client or employee
- language registers, discourse patterns, and story structure
- how mental models are effective interventions for language and cognitive barriers
- practices for improving outcomes with individuals from generational poverty

## Photos from Slate Canyon Youth Center



Published by  
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